

W. 01303A-08-0227  
SW. 01303A-08-0227



0000090296

ARIZONA CORPORATION COMMISSION

ORIGINAL

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2008      72844

Date: 11/6/2008

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Jeffrey A.

Hicks

Account Name:      Jeffrey A. Hicks

Home: [REDACTED]

Street:      [REDACTED]

Work:

City:      Waddell

CBR: [REDACTED]

State:      AZ      Zip: 85355

is: E-Mail

Utility Company.      Arizona - American Water Company

Division:      Water

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

AGUA FRIA DISTRICT

Received the following:

The request for a average rate increase of 58.15 percent to residential customers if granted would cause grave economic impact to residential customers if granted would cause grave economic impact to many families. Based on the current economic situation in AZ and the US this rate increase would be counter productive to the recovery efforts. Annual pay increases for me average at about 3.5 percent. Many families are having a hard enough time keeping their homes and a rate increase of this magnitude may force many of them into losing their homes. I ask that the commission take into consideration our current economic problems and say no to such a high rate increase at this time. It is important to take into consideration the impact this would have on the general population. It is critical at this time to ensure everyone has access to affordable basic utilities. Once again I ask that you say no to the requested rate increase. Thank you for taking the time to review my request.

\*End of Complaint\*

Utilities' Response:

na

\*End of Response\*

Investigator's Comments and Disposition:

Docket No. W-01303A-08-0227

Replied with the following:

November 06, 2008

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

NOV 13 12:39 PM 2008

RECEIVED

Arizona Corporation Commission

DOCKETED

NOV 12 2008

DOCKETED BY

[Signature]

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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RE: Arizona-American Water Company

Dear Jeffrey A. Hicks:

Your email dated October 02, 2008 regarding the Arizona-American Water Company rate application sent to the Arizona Corporation Commission ("Commission") office will be placed on file with the Docket Control Center to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the Arizona-American Water Company rate case.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 535-0148 or directly at [REDACTED]

Thank you,

Richard Martinez  
Public Utilities Consumer Analyst II  
Arizona Corporation Commission  
Utilities Division  
(520) 628-6556

CLOSED

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11-7 E-mailed this OPINION to Trish Meeter @ ACC Phoenix Office to have this docketed towards Arizona-American Water Company - Docket No. W-01303A-08-0227.

\*End of Comments\*

**Date Completed: 11/7/2008**

**Opinion No. 2008 - 72844**

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